

# Bellevue Hospital Center Patient Guide



☐ **I use American Sign Language:**

You have the right to an interpreter, amplified telephone, TTY device and closed captioning services free of charge. Bellevue Hospital Center serves all patients regardless of their immigration status or ability to pay. Your immigration status will be kept confidential.

☐ **Spanish - Hablo Español:**

Usted tiene el derecho a recibir los servicios de intérprete gratis. El Centro Médico Bellevue atiende a todos los pacientes sin importar su capacidad de pago o su estatus migratorio. Su estatus migratorio se mantendrá en estricta reserva.

☐ **Mandarin** - 我说 (我説) 普通话 (國語)

☐ **Cantonese** - 我说 (我説) 广东话 (廣東話)

☐ **Fukienese** - 我说 (我説) 福州话 (福州話)

您有权免费用口译员。表為醫院中心提供服務給所有病人無論他們的支付能力或移民狀況。您的移民狀況都會保密。

☐ **Polish - Mówię po polsku:**

Masz prawo do bezpłatnych usług tłumacza.

Centrum Szpitala Bellevue przyjmuje wszystkich pacjentów bez względu na ich możliwości płacenia lub status emigracyjny. Status emigracyjny pozostanie poufny.

☐ **French - Je parle Français:**

Vous avez droit à un interprète gratuit.

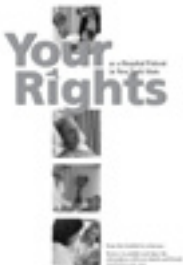
Le Centre Hospitalier Bellevue dessert tous les patients, quelque soit votre situation financière ou votre statut d'immigration. Votre statut d'immigration restera confidentiel.

☐ **Bengali** - আমি কথা বলি বাংলায়

বিনা খরচে একজন দোভাষীর(ইন্টারপ্রেটারের) সাহায্য নেয়ার অধিকার আপনার রয়েছে। বেলভিউ হসপিটাল সেন্টার রোগীদের খরচ পরিশোধের সামর্থ্য বা অভিবাসী মর্যাদা (ইমিগ্রেশন স্টেটাস) বিবেচনা করা ছাড়াই সকল রোগীদের জন্যে সেবা প্রদান করে থাকে। আপনার অভিবাসী মর্যাদার (ইমিগ্রেশন স্টেটাস-এর) গোপনীয়তাও রক্ষা করা হবে।

☐ **Other** \_\_\_\_\_

# Bellevue Hospital Center Patient Guide



**Make sure that you have also received a packet explaining your rights as a hospital patient in New York State.**

# Welcome to Bellevue Hospital

## **To Our Guests:**



*Welcome to Bellevue Hospital Center. We extend our best wishes to you for a speedy recovery. We will make every effort to ensure that your stay is as comfortable and pleasant as possible.*

*As our nation's oldest public hospital, we have a deep commitment to providing quality care to all who enter our doors regardless of immigration or financial status. Our medical, nursing and support staff are available to answer any questions you may have regarding your care.*

*Your comments and recommendations are very important to us, and that is why we ask that you let us know how you feel about your stay at Bellevue. You may reach a Patient Representative at the Office of Patient Advocacy, located on the Ground Floor, Room F-11, or call Patient Advocacy at (212) 562-6071.*

*Once again, we wish you a speedy and full recovery, and thank you for choosing Bellevue.*

A handwritten signature in blue ink that reads "Lynda D. Curtis". The signature is fluid and cursive.

Lynda D. Curtis  
Senior Vice President/Executive Director  
HHC Bellevue Hospital Center

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# Your Health Care Team



*We have nearly 4,000 staff members. Here are some of the people who will helping you get well at Bellevue:*

## **Medical Staff**

### **Attending Physician:**

The Attending Physician directs your medical care or surgical procedure and plans your treatment.

### **House Staff:**

Bellevue Hospital Center is a teaching hospital. Your care here will be followed by residents, interns and medical students under the supervision of the attending physician.

### **Mid-Level Medical Staff:**

Physicians' Assistants, nurse practitioners, certified nurse midwives and other mid-level staff members work with the Attending Physician to help you get well.

## **Nursing Staff**

### **Assistant Director (ADN) / Head Nurse (HN):**

The ADN / HN is responsible for the day-to-day functioning of a patient care unit. The ADN or HN on your unit is also responsible for responding to emergency situations, and communicating with you, your family and friends and the other members of the team.

If you have any concern or problem with your care, the ADN/HN will assist you.

**Registered Nurses (RNs):**

Registered nurses are responsible for your care. They carry out your doctor's instructions and monitor your condition.

**Licensed Practical Nurses (LPNs):**

LPNs are trained to assist with your care while you are in the hospital. LPNs are identifiable by their light blue uniform (can be light blue top and white bottom).

**Patient Care Technicians (PCTs) / Nurse Aides (NAs) / Patient Care Associates (PCAs):**

PCTs and NAs assist with various treatments, help transport you around the hospital, and help you with your daily activities. PCAs perform the above duties, and are responsible for drawing blood and performing heart tests. PCTs, PCAs and NAs are identifiable by their khaki brown shirts.

## **Other Caregivers**

**Patient Advocates:**

Patient advocates help you communicate with hospital staff. If you are not satisfied about the resolution of a complaint you have made to your nurse and or doctor, call the Patient Advocacy Office at **(212) 562-6071**.

**Registered Dietitians:**

Dieticians at Bellevue help plan your diet and provide nutritional guidelines to follow when you go home.

**Social Workers:**

The social worker assigned to your unit can help you with concerns about your illness and post-discharge care. For more information, call **(212) 562-4166**.

**Volunteers:**

Volunteers provide emotional support to patients and comfort them in many helpful ways. To find out about volunteering at Bellevue, call **(212) 562-4858**.



# Need Help?



*If you need any help, use the button by your bed to call for a staff member. You can also visit the nurses' station on your unit.*



## When you need us to listen...

**Call the Office of Patient Advocacy  
(212) 562-6071**

**Monday - Friday: 9:00am – 5:00pm**

*After hours, call (212) 562-4311 to have an operator connect you to the administrator on duty.*



# Patient Advocates

- Assist you and your family with any questions or concerns about your care.
- Speak to the medical staff and other departments on your behalf.
- Give you more information about the hospital's policies and procedures.
- Help you understand and complete Health Care Proxy forms (see page 13).

## **We want to hear your compliments, concerns, suggestions, and complaints!**

*Our goal is to make your stay at Bellevue pleasant and safe. We welcome the opportunity to be the first to address your concerns, take your suggestions, and hear your compliments or complaints. Here are some steps you can take:*

1. First, speak to your doctor, nurse or a hospital staff member.
2. You can also call the Bellevue Office of Patient Advocacy at (212) 562-6071.
3. After Hours, ask the Operator at (212) 562-4311 to connect you to the Hospital Administrator On Duty.
4. If your concern is not addressed, you can call the NYS Department of Health Hospital Complaint Unit at 1-800-804-5447.
5. You can also call the Joint Commission, 1-800-994-6610, email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org), or write to: Joint Commission, One Renaissance Blvd, Oakbrook Terrace, IL 60181.

# Speak Up!

## It's Your Health

### Don't Be Afraid To Ask Questions

**Speak up** if you have questions or concerns, and if you don't understand, ask again. It's your body and you have a right to know.

**Pay attention** to the care you are receiving. Make sure you're getting the right treatments and medications by the right health care professionals. Don't assume anything.

**Educate yourself** about your diagnosis, the medical tests you are undergoing, and your treatment plan.

**Ask** a trusted family member or friend to be your advocate. Fill out a Health Care Proxy Form.

**Know what medications you take** and why you take them. Medication errors are the most common health care mistakes.

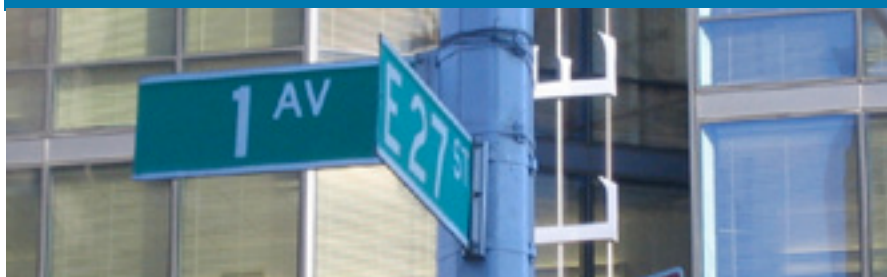
**Use** a hospital, clinic, surgery center, or other type of health care organization that has undergone a rigorous on-site evaluation against established, state-of-the-art quality and safety standards, such as that provided by Joint Commission.

**Participate** in all decisions about your treatment. You are the center of the health care team.

### Get involved in your health care!

This initiative was sponsored by the Joint Commission

# Getting to Bellevue



**Bellevue is located at 462 First Avenue (at 27th Street)  
New York, NY 10016.**

## Directions by Train:

- **From the 28th Street 6 train station**, walk east to First Avenue and south to 27th Street.
- **From the 14th Street L train station**, walk or take the M15 bus north on 1st Avenue to 27th Street.

## Directions by Bus:

- **M15 Northbound (First Avenue)** exit at 27th Street.
- **M15 Southbound (Second Avenue)** exit at 28th Street and walk 1 block east to 1st Avenue.

## Driving Directions

- **From Southbound FDR:** Take FDR to 34th Street exit. Follow service road (parallel to FDR). **For Pay Parking:** Continue on service road across 34th Street. Bellevue parking lot is on your right. **For Pick up/drop off:** Turn right at 34th. Turn left on 2nd Avenue and continue to 26th Street. Turn left on 26th Street to First Avenue. The hospital entrance will be on your right at 27th Street.
- **From Northbound FDR:** Take 23rd Street exit. Follow service road and turn left onto 26th Street. Turn right onto First Avenue. The hospital entrance will be on your right at 27th Street. **For Pay Parking:** Continue past Bellevue and turn right on 30th Street. At the end of 30th Street turn right onto the service road (parallel to FDR). Bellevue parking lot is on your right.

# Visiting Hours

Floor and Unit	Visiting Hours
6W	Weekdays 4:00 - 8:00pm Saturday 2:00 - 8:00pm Sunday 11:00am - 8:00pm
6S	Weekdays 4:00 - 8:00pm Weekends 11:00am - 8:00pm
7W/8N/8E/9E	11:00am - 8:00pm
8S/9S/10	24 hours
12/18/20N 20S/20W	2:30 - 4:30pm and 7:00 - 8:00pm
15/16/17	11:00am - 8:00pm
19	Tuesday, Thursday, and Saturday 2:00-7:00pm
20E	2:00 - 3:00pm and 7:00 - 8:00pm
21	Call (212) 562-7696

**Visiting hours are subject to change.**

**See next page for visitor guidelines.**

**For visitor information, call:**  
**(212) 562-5571**

# Visitor Guidelines:

- Visitors must carry visitor passes/wear stickers at all times.
- Each patient is allowed only 2 visitors at a time.
- Children under 12 cannot visit patient units without approval from Charge Nurse on duty.
- Visitors must consult with unit staff before bringing any items for patients onto units.
- For more detailed guidelines, speak to nursing staff.
- **Visitor passes must be returned to information desk in the 1st Avenue lobby.**

Bellevue Hospital Center

## VISITOR PASS

**Bellevue Visitor Guidelines:**

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- Visitors must carry visitor passes at all times.
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- Children under 12 are not permitted to visit patient units without approval from Charge Nurse on duty.

**Pautas para visitantes de Bellevue:**

- **Los pases de visitantes deben ser devueltos en el mostrador de información localizado en la planta baja junto a la 1era Avenida.**
- Los visitantes deben portar el pase de visitante todo el tiempo.
- Se permite sólo 2 visitantes a la vez por paciente.
- No se permite que menores de 12 años visiten al paciente sin la debida autorización de la enfermera que esté a cargo.

**表维访客指南:**

- 访客通行证必须还给第一大道大厅的讯问处。
- 访客必须随时带着通行证。
- 每一个病人一次只允许两个访客。
- 没有执勤护士长的批准，不到十二岁的小孩禁止在病房逗留。

## Visitor Passes

- Passes are available at the information desk in the First Avenue Lobby from 8:00am - 8:00pm.
- After 8:00pm, passes for units 8S, 9N, and 10 are available in the Admitting Office.

# Your Privacy



**Your medical care and records are confidential. We will not release any medical information without your signed consent.**

## Visitor Restrictions

Let us know if you only want to let certain people visit you at the hospital.

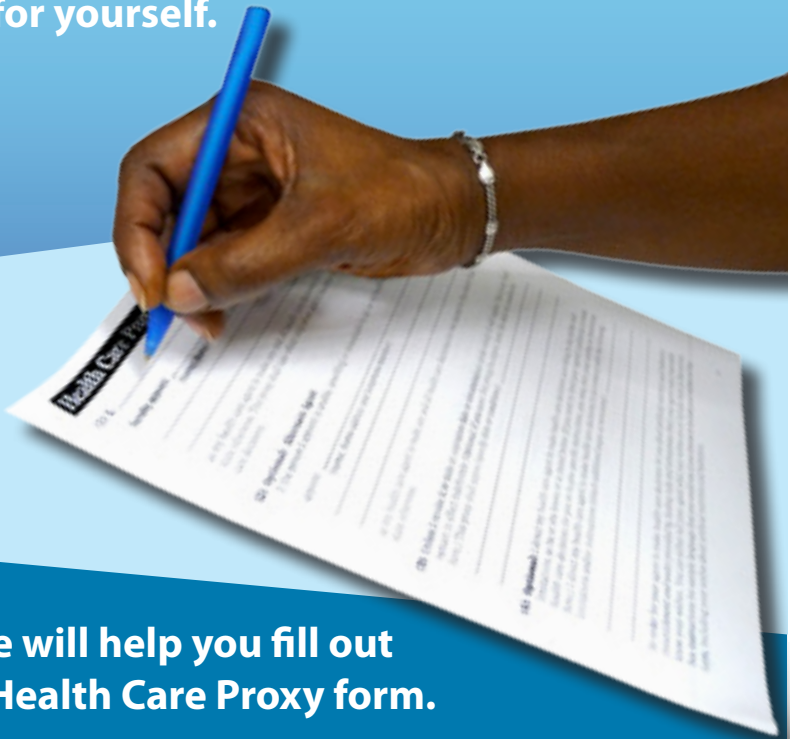
## The Bellevue Patient Directory

*All patients in the hospital are listed in the Bellevue Patient Directory. You have the right to remove your name from this list. Psychiatry patients are not automatically included in the directory, but in some cases can be added.*

- **If you ask to remove your name from the directory:** We will not release any information about you to the public. We will not confirm that you are a patient here.
- **If you do not ask to remove your name:** We will confirm that you are a patient here (if asked) and give a one word description of your medical condition.
- **If you would like your name to be removed from the Patient Directory, call the Bellevue Admitting Office at (212) 562-4353 or speak to your nurse.**

# Choose a Health Care Proxy!

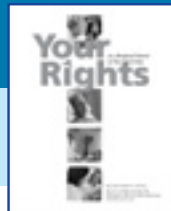
1. Appoint someone you trust.
2. They will help make decisions if you lose the ability to make health care choices for yourself.



**We will help you fill out  
a Health Care Proxy form.**

**Call Patient Advocacy  
212-562-6071**

*For more information, see pages 25-32 in **Your Rights as a Hospital Patient in New York State.***





# Protect Your Property!

**Bellevue is not responsible for items lost or stolen during your stay at the hospital.**

## Valuables:

*Please give your valuables to a loved one for safekeeping, or secure them in our property office.*



We can help you fill out a voucher form to secure your items. When you leave the hospital you can pick up your property at our property office on the ground floor of the A-Building.



## Dentures, Glasses, Contact Lenses, and other Personal Items:

Please ask staff members to help you secure and label your personal items so that they are not misplaced during your stay.

**Lost and Found:** If you have lost any items please call the Property Office at (212) 562-4707.

# No Smoking

## **Bellevue Hospital is a SMOKE-FREE hospital.**

If you are a smoker, the day you were admitted became your 'quit day', even if you didn't plan on this.



**If you smoke anywhere  
within 15 feet of hospital property you will be  
fined and receive a court summons.**

**We Can Help You Quit!  
For Free Help, Call  
(212) 562-4748**

For more information, speak to your nurse or visit  
Bellevue's walk-in Stop Smoking Clinic located in the  
Ambulatory Care Building, 2nd Floor, desk 2-C

*Your smoke-free stay at Bellevue is a  
chance for you to get better and begin  
living a smoke-free life!*

# Prevent Infections

## *Six easy steps to stop infections:*

### 1 Wash Your Hands



- Always wash your hands before and after all tasks.
- If hands are not visibly soiled, an alcohol based hand rub can be used.
- **Ask your healthcare providers if they have cleaned their hands.**  
**Remember, it's ok to ask!!!**

### 2 Cover Your Cough

- Always cover your coughs and sneezes!
- Cover your mouth and nose.
- Keep tissues handy. If tissues are not available, cough or sneeze into your sleeve.
- If your visitors are sick, tell them to stay home to avoid infecting others.



### 3 Get Your Shots

- Get your annual Flu Shot!
- Ask your doctor if you are up to date on all other important vaccines (tetanus, pneumococcal and others).

## 4 Cover And Protect Wounds

- Your bandages protect you. Wear them as directed.
- If you have any pain, redness or swelling, tell hospital staff right away.



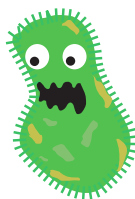
## 5 Be Careful With Catheters

- Catheters are plastic tubes that go into your body. They keep you healthy, but germs can live in them.
- Ask your Doctor every day if your catheter can be removed.



## 6 Learn About Germs

- **Drug Resistance** - *Some germs have become resistant to antibiotics that killed them in the past.*
- **C. difficile** - *This germ is a common cause of infectious diarrhea in hospitals.*
- **Contact Precautions** - *If you become infected with certain drug resistant germs or C. difficile, health care workers wear gloves and gowns when they come into your room to avoid spreading the infection.*



## Speak Up!

- **Ask for information sheets on preventing infections.**
- **Remind doctors, nurses, and visitors to clean their hands before touching you.**

# Medication Safety

1. Do not take any medicines from home (*including dietary supplements, home remedies, vitamins, and herbs*) that have not been approved by your doctor at Bellevue.
2. Tell your doctors and nurses about all medicines that you normally take.
3. Your doctors and nurses will give you instructions on what medicines to take once you get home.



## Before you go home, you should know:

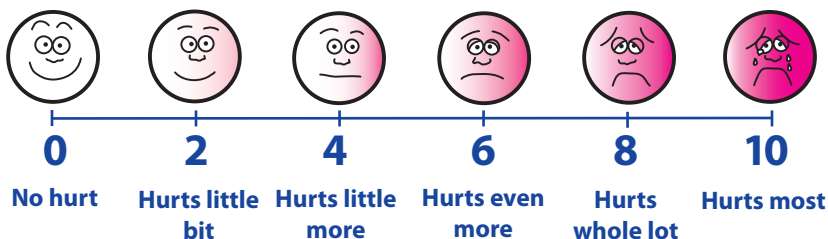


- ☐ What drugs your doctor prescribed for you.
- ☐ What time of day to take your drugs.
- ☐ How many times a day to take your drugs.
- ☐ How to take your medicine (*with food, with water etc*).
- ☐ Why you are taking each drug.

4. Make sure that you take all of your medicines exactly as prescribed, **even if you feel better.**
5. If your medication is causing a problem, please call the phone number listed on your discharge form.

# Pain Management

## How do you feel?



## What You Can Do:

**Be a partner in your care. Tell you doctor and nurse if you feel pain, and talk to them about it!**

- Ask for help when pain first begins, don't wait!
- Each person feels pain differently. Let your doctors and nurses know how you are feeling.
- Tell your doctor or nurse if your pain is not relieved.
- Talk with your doctor and nurse to make a plan that will help you manage and reduce pain.



# For Your Convenience...



## Using the Telephone and Television in your room



Follow the directions on your TV screen or pick up your bedside phone for automated instructions on purchasing telephone and/or television services.

## Deliveries



All deliveries must include your full name, floor and room number.

If mail arrives after you have left, it will be forwarded to the address on your admission card.



*If your stay at the hospital will be short, please have your mail sent to a friend who can bring it directly to you.*



## Gift Shop

Lori's Gift Shop, (212) 562-4246 offers free deliveries. Hours are M - Th 6am - Midnight, Fri 6am - 9:30pm, Sat/Sun 9am - 8pm.



## ATMs

Bank machines are located in the F-Link hallway and the 1st Avenue Atrium lobby.





## Fire Safety

Most fire drills are for staff only. If a real emergency occurs, follow staff instructions.



## Photography

Photography is not allowed in the hospital or on hospital grounds.



## Meals at the Hospital

Talk to your doctor to request kosher, halal, vegetarian, vegan, or other options. Visitors may dine at the Towers Cafe or Au Bon Pain restaurants located on the ground floor.

## Spiritual Services

Chaplains of various faiths are available at your request. For more information or a detailed schedule of services, contact the Interfaith Chaplaincy Office at (212) 562-4440.

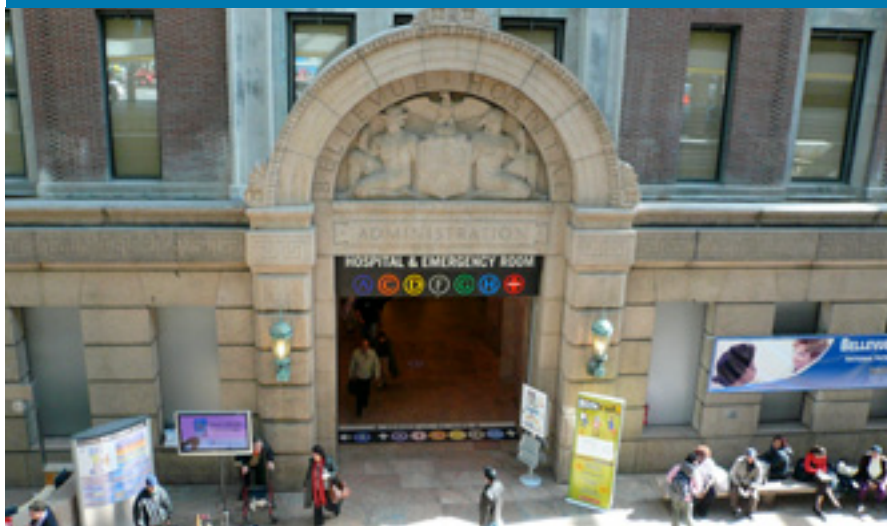
*Protestant, Catholic, Jewish, and Muslim chapels are located on the first floor of the A-Building. Catholic Services are held daily at 12:10pm. Juma prayer is held on Fridays from 12pm-2pm.*



## Patient Library

With the permission of the nursing staff, you may use the library in room 6-East-27. Hours are M - F 10am - 4pm. A library cart is also brought to each floor. For more information, call the library at (212) 562-2110.

# Going Home



## Before You Go...

**Make sure that you understand your discharge plan.**

- ☐ **Discharge Plan** - Your doctor will give you a written plan to follow when you leave the hospital. Make sure to follow all of the instructions you are given on diet, physical activity, and follow-up care.
- ☐ **Medication Information** - You will be given a list of all of the medicines that you will take after you leave the hospital. Make sure you know how and when to take each drug, and where to get them.
- ☐ **Follow-up appointments** - We will also set up follow-up appointments for you if they are needed.
- ☐ **Social Work** - Bellevue Social workers can help set up home care, long term care, nursing home, or shelter placement for you. They can also sign you up for crime victims services, addiction services and other programs.

**Please arrange to be picked up by  
11:00am on the day that you are  
discharged from the hospital.**

## **Your Property**

Visit the property office on the first floor of the A - Building to re-claim any items that were secured there.

## **Your Medical Records**

To get a copy of your medical records, visit the Medical Correspondence Office, M - F 8:30 am-4:00 pm in room AE-7 on the ground floor of the hospital building, (212) 562-3101.

## **Billing**

If you have questions about your bill, or are in need of financial counseling, call (212) 562-6264.

We accept the following insurance plans:

- **Medicaid/FHP/CHP:** MetroPlus, Healthfirst, Fidelis (specialty care only), HIP, Americhoice (no dental services)
- **Medicare:** MetroPlus, Healthfirst, Fidelis (specialty care only), GHI, HIP, Americhoice (no dental or behavioral services), Aetna, Empire, Oxford, United (Secure Horizons)
- **Commercial Insurance:** MetroPlus Gold, Aetna, Empire, GHI, Oxford (no dental services), United (no dental services)

***The above list is frequently updated,  
for current information please call (212) 562-6264.***

# Come Back for Check-Ups!

To Make an Appointment, call  
**(212) 562-5555**

**Stay healthy once you leave the hospital!**

**Bellevue's First Avenue clinics  
offer over 600 services including:**

- Primary Care
- Women's Wellness
- Pediatrics (Children's health)
- Weight Loss Surgery
- Psychiatry and depression services
- Alcohol & Substance Abuse programs
- Asthma Clinics

**And hundreds more!**



# On the day of your appointment, please bring:

- ☐ Your appointment slip (if your appointment was set up while you were a patient in the hospital)
- ☐ Your insurance card (if you have one)
- ☐ Any instructions that you were given while you were in the hospital
- ☐ All of the medicines that you take
- ☐ Your clinic card (red card)



## If you do not have a clinic card:

You must register at the Bellevue Business Office  
at least one hour before your appointment.

The Business Office is located next to the clinic elevators  
in Bellevue's First Avenue Lobby.

Hours are M - Th 7:30am - 6pm, F 7:30am - 5pm.  
For more information, call (212) 562-1444.

# Your Hospital

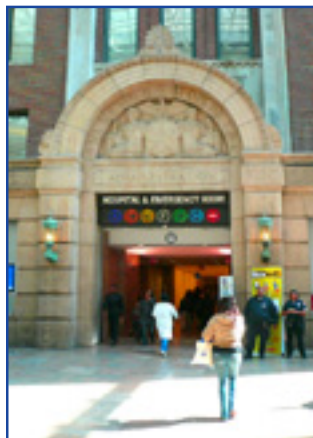
***Our mission is to provide the highest quality of care to the people of New York with dignity, cultural sensitivity and compassion, regardless of their ability to pay.***

Bellevue, America's first public hospital, was established in 1736 as a six bed infirmary in the New York Alms House on the current site of New York City Hall. Today Bellevue is a national leader in primary, specialty and tertiary services.



Bellevue is the official hospital to the United Nations and any visiting dignitaries from around the world (including the President of the United States).

A member of the New York City Health and Hospitals Corporation, the nation's largest public hospital system, Bellevue is a leader in public health. Its many contributions to medical science and education make it an enduring presence as a place for quality health care for all.



# Bellevue's History

*Bellevue has been an innovative leader in health care since 1736.*

- 1736:** Bellevue, America's First Public Hospital begins as a six bed infirmary at the New York Alms House (the current site of NY City Hall)
- 1736 - 1787:** Bellevue Becomes the First U.S. Teaching Hospital
- 1799:** First Hospital Maternity Ward
- 1808:** First Femoral Artery Ligation
- 1818:** First Innominate Artery Ligation
- 1819:** First Hospital requiring an M.D. to pronounce death
- 1850:** First bladder stone surgery
- 1856:** First use of hypodermic syringe
- 1857:** First systemized series of clinical lectures
- 1857:** First museum of pathological specimens
- 1861:** First hospital linked to a medical school
- 1861:** Ladies Central Relief Committee organized. It later becomes the Red Cross
- 1863:** First Chair of Orthopedic Surgery in U.S.
- 1867:** First outpatient department with direct link to a hospital
- 1867:** First cesarean section in U.S.
- 1868:** First NYC Health Commissioner
- 1869:** First ambulance service
- 1870:** First NY State Health Commissioner
- 1871:** First Physician appointed by a President to recommend healthcare reform
- 1872:** Bellevue Ladies Visiting Committee is nucleus of the United Hospital Fund
- 1872:** First President and Founder of the American Public Health Association
- 1873:** Bellevue opens the first US Nursing School based on Nightingale Principles of Organization
- 1874:** First Children's Clinic
- 1875:** First Systematic Autopsy
- 1876:** First Emergency Pavilion
- 1878:** First Pathological histology course taught in the U.S.
- 1884:** Carnegie's first public gift for first US Medical Research Lab
- 1887:** First Appendectomy
- 1888:** Bellevue opens the first Nursing School for Men
- 1894:** World's first successful abdominal operation for a gunshot wound is preformed at Bellevue
- 1911:** Pellagra cause & cure discovered
- 1911:** First ambulatory care cardiac clinic for working adults
- 1918:** First NYC Chief Medical Examiner
- 1918:** First WWI Hospital involvement designated "Base Hospital Unit #1"
- 1918:** Dr. Ubert Conrad Vincent becomes the first African American physician to practice medicine at Bellevue
- 1920:** First Center to study autistic children and to train child psychiatrists
- 1926:** Largest social services department in the U.S.
- 1926:** Dr. May Edward Chin becomes the first African American Woman to graduate from the Bellevue Medical School
- 1939:** First hospital "catastrophe unit"
- 1940:** First cardio-pulmonary lab in the world
- 1942:** First medical response in WWII
- 1947:** First non-military rehabilitation services in a general hospital
- 1950:** Initiated national test for lead poisoning
- 1956:** Nobel prize for cardiac catheterization
- 1960:** First Stille Rotating Chair
- 1962:** First Intensive Care Unit in NYC public hospital
- 1964:** Designated hospital for visiting US Presidents, Dignitaries, and U.N. Diplomats
- 1971:** First active immunization for serum hepatitis B
- 1972:** First psychiatric methadone maintenance unit
- 1979:** First extensive use of Microsurgery for Reimplantations
- 1983:** First 24/7 onsite Social Work in U.S.
- 1985:** First AIDS program in NYC public hospital
- 1986:** U.S. stamp for public hospitals honors Bellevue
- 1996:** Largest U.S. Emergency Department on a single floor
- 1998:** First MRI in Municipal Hospital System
- 1998:** First Birthing Center in Municipal Hospital System
- 1999:** Research revolutionizes NICU Care
- 2000:** First Child Protection and Development Center in a U.S. public hospital
- 2005:** First WTC 9/11 Treatment Center in U.S.



# How You Can Help Bellevue

## Become a Volunteer

To find out about volunteering at Bellevue, call **(212) 562-4858**.

## Make A Donation

There are three different organizations that help us raise funds for essential services:



### Children of Bellevue

helps to fund special programs for children at the Hospital.

**(212) 562-4130**

[www.childrenofbellevue.org](http://www.childrenofbellevue.org)



### The Auxiliary to Bellevue

helps patients with aspects of care not covered by the hospital.

**(212) 562-5255**

[www.bellevuehospitalauxiliary.org](http://www.bellevuehospitalauxiliary.org)



### The Bellevue Association

sponsors projects and programs that help us to better serve our patients.

**(212) 562-2546**

[www.bellevue-association.org](http://www.bellevue-association.org)

# How You Can Save The Lives of Others

## Become an Organ Donor

Call 1-800-GIFT-4-NY or visit [www.donatelifeny.org](http://www.donatelifeny.org) to learn about the New York State Donate Life Registry.



New York  
Organ Donor  
Network

## Become a Blood Donor

Look for posters on our ground floor announcing Bellevue blood drives, or ask staff members about other blood donation opportunities at the hospital.



# Patient Bill of Rights

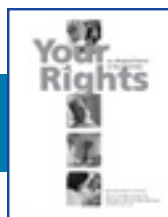
**As a patient in a hospital in New York State, you have the right, consistent with law, to:**

1. Understand and use these rights. If for any reason you do not understand or you need help, the hospital **MUST** provide assistance, including an interpreter.
2. Receive treatment without discrimination as to race, color, religion, sex, national origin, disability, sexual orientation, source of payment, or age.
3. Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints.
4. Receive emergency care if you need it.
5. Be informed of the name and position of the doctor who will be in charge of your care in the hospital.
6. Know the names, positions and functions of any hospital staff involved in your care and refuse their treatment, examination or observation.
7. A no smoking room.
8. Receive complete information about your diagnosis, treatment and prognosis.
9. Receive all the information that you need to give informed consent for any proposed procedure or treatment. This information shall include the possible risks and benefits of the procedure or treatment
10. Receive all the information you need to give informed consent for an order not to resuscitate. You also have the right to designate an individual to give this consent for you if you are too ill to do so. If you would like additional information, please ask for a copy of the pamphlet "Do Not Resuscitate Orders -- A Guide for Patients and Families."
11. Refuse treatment and be told what effect this may have on your health.

12. Refuse to take part in research. In deciding whether or not to participate, you have the right to a full explanation.
13. Privacy while in the hospital and confidentiality of all information and records regarding your care.
14. Participate in all decisions about your treatment and discharge from the hospital. The hospital must provide you with a written discharge plan and written description of how you can appeal your discharge.
15. Review your medical record without charge. Obtain a copy of your medical record for which the hospital can charge a reasonable fee. You cannot be denied a copy solely because you cannot afford to pay.
16. Receive an itemized bill and explanation of all charges.
17. Complain without fear of reprisals about the care and services you are receiving and to have the hospital respond to you and if you request it, a written response. If you are not satisfied with the hospital's response, you can complain to the New York State Health Department. The hospital must provide you with the State Health Department telephone number.
18. Authorize those family members and other adults who will be given priority to visit consistent with your ability to receive visitors.
19. Make known your wishes in regard to anatomical gifts. You may document your wishes in your health care proxy or on a donor card, available from the hospital.

**If you have any questions or concerns about your rights, please contact the Department of Patient Advocacy between the hours of 9:00 a.m. and 5:00 p.m. Monday through Friday at (212) 562-6071.**

**For more information, see pages 13-15 in *Your Rights as a Hospital Patient in New York State*.**



# Ground Floor Map

You are in the H (Hospital) Building



# My Medication List



## Prescription Medicine

Name of Medicine	Start date	Amount I take	What time(s) I take this medicine

*Bring this chart to all medical appointments, hospital visits, and visits to your pharmacist.*

Cut out this chart and use it to make sure you take the right medicine at the right time.



Name: \_\_\_\_\_ Allergies: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Over-the-counter drugs, vitamins,  
herbals, and dietary supplements

Name of Medicine	Start date	Amount I take	How often I take it

Bring this chart to all medical appointments, hospital visits, and visits to your pharmacist.





## Notes

This image shows a full page of blank handwriting practice paper. It features approximately 20 evenly spaced, horizontal blue lines across the entire width of the page. The background is a solid off-white color, providing a clear contrast for the blue lines. There are no margins, text, or other markings present.

# Important Phone Numbers

**Patient Advocacy** (212) 562-6071

**Bellevue Main Lines** (212) 562-1000  
(212) 562-4141

Admissions Office (212) 562-4353

Administrator On Duty (212) 562-4438

Billing Questions/Business Office (212) 562-6264

Clinic Appointments and Information (212) 562-5555

Gift Shop (212) 562-4246

Hospital Police (212) 562-6191

Medical Records / Correspondence (212) 562-3101

Visiting Hours / Patient Directory (212) 562-5571

Patient Library (212) 562-3833

Pharmacy-Automatic Refill (212) 562-3011

Property Office / Lost and Found (212) 562-4707

Smoking Cessation Program (212) 562-4748

Social Work Department (212) 562-4166

Spiritual Services/Chaplaincy (212) 562-4440

Surgical Coordinating Center (212) 562-1090

Volunteer Office (212) 562-4858

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1-888-260-1010 | [healthfirstny.org](http://healthfirstny.org)

# Bellevue Hospital Center

462 First Avenue at 27th Street

New York, NY 10016

(212) 562-4141



**Bellevue Hospital Center**

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